

Curriculum Vitae



Su Hla Phyu @ Christine

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Performance Summary

I possess a polished and professional approach towards my job and the company. I have an excellent set of e-mail, phone, and written communication skills for interacting with external and internal clients, guests, and staff members. I am also very skilled at interacting in one-on-one situations or a large group setting with proven liaison skill at the administrative levels. I am a very flexible and quick learner.

Personal Information

Date of Birth	:	27/08/1987
Age	:	33 years
Nationality	:	Myanmar
Religion	:	Islam
Marital Status	:	Single

Core Competencies

Service Orientation	Team Building	Decision-Making
Problem Solving Skills	Interview Skills	Communication
Leadership Skills	Quality Orientation	Adaptability
Coaching	People Development	Basic First Aid

Language Skills

English (Fluent)
French (Basic level)
Myanmar (Mother Tongue)

Computer Skills

Property Management System (Opera & Fidelio)
WebPayTRAX (Payroll system)
Microsoft Word, Excel, PowerPoint

Professional Experience

2017, August to Present **DUTY MANAGER** - ANANTARA Desert Island Resort, Minor Group, UAE

- Leading and Managing all sections of the Front Office Operation
- Handle group check in and perform special services for VIP Guest's as instructed by Management
- Accurately reviewing room assignment, guest registration and check out procedure
- Respond to guest's needs and follow up to ensure their satisfaction
- Actively listen to guest's feedbacks, analyze guest's online reviews and handle complaints
- Daily checking cleanliness of Lobby and Guest Areas
- Continually following up the Front Desk Operation
- Plan the duty roster and supervise associates in their assigned job duties
- Assist in hiring and training associates in Front Office Department
- Regularly giving briefing to Team and provide all the update information
- Evaluate the performance of the associates and suggest Management of their Promotion/ Training/Task force
- Prepare Monthly Report for Ministry of Tourism

2016, June to 2017, August **SENIOR DUTY MANAGER** - Summit Parkview Hotel, Myanmar

- Leading and Managing all sections of the Front Office Operation
- Work together with Duty Manager to run the daily operation
- Supervise Daily Duties Assigned and report back to Front Office Manager of the Daily Operation
- Meet guests for their feedbacks and complaints, review and provide the best solutions to satisfy the guests
- Supervise the Reservation for room sales, fix the daily walk-in rate according to occupancy and room availability
- Daily working together with Revenue and Sales team to adjust the Best Rate Package according to occupancy and room availability for Online Booking (Booking.com, Expedia, Agoda, etc),
- Prepare Daily & Monthly reports for Managers to review
- Schedule regular meetings to discuss department issues and updates
- Assist in hiring and training associates in Front Office Department
- Review the performance and productivity of all staffs and give suggestions to Management for staffs' promotion

2015, November to 2016, May **HR & Admin Coordinator cum Personal Assistant of CEO**
MOBICON Networks Company, Myanmar

- Assist in the recruitment and interview process, update and keep employee records in check
- Recommend and Assist in the development and implementation of Human Resource policies, rules, procedures and programs
- Advise department regarding policy and rule interpretations, staffing and related personnel problems
- Advise management on salaries for new hires, promotion and reclassification
- Deal with correspondence and phones calls as a first point of contact of CEO
- Manage diaries and organize meetings and appointments
- Arrange all the travel programs of CEO, follow up time to time for any alternatives
- Contact the potential clients and arrange meetings for further process

2013, May to 2015, November	DUTY MANAGER - Summit Parkview Hotel, Myanmar
2010, May to 2013, May	SENIOR FRONT OFFICE AGENT - Summit Parkview Hotel
2009, January to 2009, July	FRONT OFFICE AGENT - Treasure Resort, Sentosa, Singapore
2008, May to 2009, January	TRAINEE in Front Office Department - Treasure Resort

Achievements

- Nominated for MANAGER of the Year Award (February 2015)
- GOLD Award Winner for Outstanding Staff Award (April - June 2013)
- Nominated for Outstanding Staff Award (April – June 2012)
- Awarded for Successful Completion of the Eight Months Training (Grade - A)
- Hosted and Served many VIP guests (Well-known celebrities, Heads of State)

Education

Bachelor of Arts (French), University of Foreign Language, Yangon, Myanmar.

Diploma in Tourism & Hospitality Management, NANYANG Institute of Management, Singapore

Certificate in Front Office Operation (Credit), Hotel & Tourism Training Centre, Yangon, Myanmar

Certificate of Achievement in Basic Reservation Course, Amadeus GDS Singapore Pte Ltd, Singapore

Certificate in Reservations Online Academy, Minor Group

Certificate of Training Company Instructor, Centre of Vocational Training, Yangon, Myanmar

Reference

Name: Khaing Thida Lwin
 Designation: Front Office Manager
 Company: Summit Parkview Hotel
 Email: fomgr@summityangon.com

Name: Cho Cho Win
 Designation: Front Office Manager
 Company: Ibis Style Yangon Stadium
 Email: H9926-FO@accor.com

Name: Murat Ulgen
 Designation: CEO
 Company: MBICON Network
 Email: murat.ulgen@mobiconnetwork.com

Name: Sheryll Martinez
 Designation: Manager of People & Culture
 Company: Desert Island Resort & Spa
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